

EXHIBIT 18

From: Kathrine Muse[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A988171D73434F8BBBC0D34018F852BD-KMALONEY]
Sent: Fri 1/27/2023 10:40:09 AM (UTC-05:00)
To: ML Clark[mclark@stratfs.com]; Ryan Sasson[rsasson@stratfs.com]; Salvatore Tirabassi[stirabassi@stratfs.com]; Kimberly Celic[kim@stratfs.com]; Daniel Blumkin[dblum@stratfs.com]; Marc Lemberg[MLemberg@stratfs.com]
Subject: Law Firms Launching Late Q1/Early Q2
Attachment: Clear Creek Law Firm Rollup Plan.xlsx

Morning All –

We are just over 60 days out before launching Clear Creek, a multi state firm servicing under 35k clients. All pertinent documents & information related to the rollup including the project plan (attached) is housed in the [New Law Firm Sharepoint](#) folder for easy access. Marc & I also worked on a RACI chart for this iterative process; over the course of the next week or so I'll reach out to you or your respective team members responsible and/or accountable to some of these items.

There will be a fast follow to launch the Brandon Ellis Law Firm, which will service Ohio. We have yet to receive any other details around servicing entity assignment or processor, but stakeholders will be kept informed. Please reach out with any questions/needs. Thanks, have a great weekend.

Katie

Kathrine Muse

Product Strategist

O: (646) 214-0430 //ext 4420 //E: kmuse@stratfs.com

Clear Creek Go Live Tent 3/27/23 GH

Project start date:	1/9/2023
Milestone marker:	1

[illegible]

Milestone marker:

1

1

January

February

Milestone	Assigned to	Progress	Start	Days
NR	Bill Miller		2/20/2023	3
Phone/Fax & Email Setup	Bill Miller	100%	1/7/2023	5
GH/RAM	Katie		1/31/2023	14
Prim State Law Notices	Jehan		3/15/2023	10
Portal Build	Sarah Taylor		3/1/2023	10
SAM	DHO		4/1/2023	3
Client Material/Outreach				
Design Logos & Graphics	Nick	100%	1/10/2023	5
Welcome Material (print version, website version)	Miguel	50%	1/20/2023	7
Portal Skin	Miguel	50%	2/18/2022	5
Marketing Cloud - Portfolio Setup	Brian		2/21/2022	15
Google voice	Bill Miller		2/21/2022	15
SFMC Email Templates	Riva		2/21/2022	15
Strategic Partnership Communication				
Scrub Partner Communication	Bilson		3/1/2023	5
Updated NDAs	Bilson		3/1/2023	30
Post Launch				
Servicer Permissions to CS/Neg Support/Loan Officers	Katie		3/1/2023	5
SOP Updates	Katie		3/1/2023	2
Validation & Testing	Katie		3/1/2023	30
Analytics/Performance Mgmt				
Data Infrastructure to SFMC to PBI	Parisi		3/21/2022	5
Update SF Dashboards	Ceranski		3/21/2022	5
Add Company to Balance Sheets	Chelsea		2/14/2022	5
To add more data, insert new rows ABOVE this one				

System	Pass/Fail	User Action
Salesforce		Payment Ledger (Fee accurac by type) Sync to NDS, Docs visible & consistent, Portfolio, Payment Processing, ledger syncing with processor
Velocify		Doc generation, matching fee schedule with NDS, correct service fee %
Credit Puller		PreLaunch Test
Touchpoint sync		graphics, sliders, program quotes
GH/RAM sync		PreLaunch Test, Post Launch monitor enrollment and reporting
Fee Templates		PreLaunch Test, reconciliation between Velocify, NDS, SF
Middelware/NDS		Payment schedule syncing, drafts dates accurate, contracts mirrored, notary signed, emails updated
Gensys (auto compliance)		PreLaunch Test
Exela Dcoument Validation		Post Launch monitoring
Portal		U/PW receipt, sync accuracy, UI and navigation
Website Pages		Unsubscribe landing page testing, review for 404s or loading errors across all browsers
Phone/Email/Fax queues		PreLaunch Test
Successful delivery marketing cloud emails		PreLaunch Test
1st Payment/Draft Conversion		Post Launch, monitor enrollment and reporting, Cam to reconcile fees collected by portfolio, monthly reconciliation

Workflow/Lucid Chart
Controls Reports (Upcoming Drafts, Expected Fees by LF)
Post Mortum
Validation/Controls by
NDS Testing
PDF Contract fee structure is different than NDS

Open Items/WWW

Future State Open Items
Katie - centralized location for manifest, graphics, checklists
Katie - testing processors - controls for payments
Katie - Sales commission reports working properly

IDS

